

PROJECT STATUS REPORT

**Contract for IT Personal and Purchased Services
Department of General Administration (GA)**

**Report as of Date:
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Description

The Department of General Administration (GA), with approval from the Information Services Board (ISB) on September 12, 2001 and the Office of Financial Management, has established new contracts for information technology personal and purchased services that provide agencies with a faster process to obtain qualified vendors at competitive prices. The new service contracts are available to all state agencies and political subdivisions authorized to use a state contract. The new model reduces GA's oversight and administrative responsibilities and eliminates GA as a signatory on contracts and work orders. It clearly states that purchasing agencies, consistent with state statute, remain accountable for complying with acquisition laws and policies and for monitoring contracts.

Background

In October 1999 GA requested and received ISB approval to conduct a limited joint procurement as a pilot project. The pilot tested an approach to procurement that pre-qualifies vendors, monitors the scope and use of the contracts, and results in efficiencies for state government and political subdivisions. GA conducted a joint solicitation to make competitively-acquired services available to 16 agencies and local entities.

Lessons learned from the pilot were incorporated into the new process that has been put in place. The new model continues to have two phases to the competition: first, GA qualifies vendors but does not sign contracts; second, participating agencies determine the work needed and prepare a statement of work with schedules, costs, and deliverables. A maximum cost would be identified, but vendors could bid lower to compete for the work in the second phase. Also, under the new model, agencies will get bid proposals from vendors and contract directly with the successful vendor. GA has also created a repository of "report cards", completed by participating agencies that score the performance of particular vendors on specific work orders.

GA is aware that the administration of such service contracts has proven to be a significant challenge for sponsoring agencies. The State Auditor and the ISB have detailed the difficulties of establishing and administering broadly-defined master and follow-on use contracts, including a tendency by user agencies to value convenience over appropriate project planning and, in some cases, price. GA has provided assurances that appropriate mechanisms are in place. There are sufficient resources committed to ensure proper administration of, and accountability for, the contracts resulting from this proposed joint procurement. Under the new process, GA is not a signatory to the work orders or the contracts. Responsibility for the work orders, contracts, and performance of the project rests with the purchasing agency.

Status

The Request for Quotes and Qualifications (RFQQ) was released in September 2001, and the final evaluations were completed in October. There were 179 proposals received and 128 vendors were successful in at least 1 of the 13 categories of service. The average success rate for each of the categories was 60%. GA has conducted two customer training sessions and have trained 67 people representing 35 agencies. Three agencies have sent out work requests to date. No work has been completed as of this report.

The following is a list of the service categories that are available under the new contracts.

- Category 1: Vendor Experience Providing Acquisition Planning Services (Personal Services)
- Category 2: Vendor Experience Providing Project Management and Technology Analysis Services (Personal Services)
- Category 3: Vendor Experience Providing Technical Documentation and Writing Services (Personal Services)
- Category 4: Vendor Experience Providing Strategic and Architectural Technology Services (Personal Services)
- Category 5: Vendor Experience Providing Security, Quality, Change Control and Disaster Recovery Services (Personal Services)
- Category 6: Vendor Experience Providing Mainframe Applications and Database Development Services (Purchased Services)
- Category 7: Vendor Experience Providing Client/Server Application and Database Development and Modification Services (Purchased Services)
- Category 8: Vendor Experience Providing Workstation Installation and Support Services (Purchased Services)
- Category 9: Vendor Experience Providing Web-based (Internet/Extranet/Intranet) Applications and Database Development and Modification Services [Note: most engagements will require a minimum of 2 years experience] (Purchased Services)
- Category 10: Vendor Experience Providing Large-scale Document Imaging System Services (Purchased Services)
- Category 11: Vendor Experience Providing Technical Support for System Administration and Local Area Networks Operations and Project Implementation Services (Purchased Services)
- Category 12: Vendor Experience Providing Desktop Applications Development and Training (Purchased Services)
- Category 13: Vendor Experience Providing Geographic Information System (GIS) Services (Purchased Services)

Recommendation

This is the initial informational report on the status of the new IT service contracts usage, which will continue through the life of the contracts.